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Communicating with Negative People

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We all must have been negative at work at one time or another and most of us didn't like to be that way. For some people it is a way of being. Some people seem to flourish in a negative atmosphere. Often people defend their right to be nasty as their legitimate duty. Do Emergency Communications Centers have an over-abundance of negativists? If you study why a person becomes a lifelong card-carrying cynic, you will understand - if we don't have a disproportionate number of them - we should have. More about that later.

Most of us don't like being around a negative person but at times we mutely fall into step behind them. We seem to be so affected by them that they can drag one person or even an agency down. Those who are especially affected are people who don't understand their own power to control their moods. Negativists can be at the center of dysfunction in the workplace. Yet if you were to ask them, they'd claim to be the victims. They feel unappreciated, disappointed and generally justified in their feelings and how they express them.

A negativist will complain about anything new and anyone who achieves anything. What is going on?

"Scratch the surface of a cynic and you will find a disappointed idealist."

What *need* is being fulfilled by this behavior? Does complaining give us pleasure, does it alleviate some pain, or is it habit? Complaining is part of a negative attitude, but there is more. Negativism is a way of internal reasoning that says *"I won't agree, cooperate, or trust until the world apologizes."* A workplace negativist uses a lot of energy just wrestling with the feelings that direct their actions and affect their attitude. And their peers waste energy either by avoiding, joining or disliking them. The difference between normal complaining and destructive critical behavior should be recognized.

Occasionally, all of us feel a defeatist attitude - but we bounce back because we don't like to feel that way too long and besides most of us understand that you can't win `em all. Losing doesn't take away our entire being. A negativist cannot let it go.

Occasionally, all of us feel embittered about wrongs bestowed upon us by others - but we forgive and forget. A negativist won't forgive because they feel others need to earn or deserve forgiveness or the wrong they suffered had a significant personal and internal loss attached.

Occasionally, we are all disappointed because we had expected more out of something or someone - but we get over it. Our spirit may be dampened, but not damaged. We can dry

off. A negativist does not understand or practice the art of moving within, expressing, letting go and moving on from disappointment. They carry resentment on their backs like a sack of dead fish, proclaiming, *"Something around here stinks."*

Occasionally, we all feel unappreciated - but we find ways to get support. Mostly we can talk ourselves into understanding that true appreciation comes from within and say, *"Who cares, I know I'm wonderful."* Like drawing water from a well. A negativist isn't so sure that they are wonderful, don't have a well and instead must draw only from what others can give them. If they aren't constantly filled up, they feel empty.

Now, imagine feeling defeated, embittered, disappointed and unappreciated - but not having the ability to let it go. A negativist believes they are defeated, because they tried and did not succeed and it hurt. They expect defeat so prepare for battle. Then this attitude becomes habitual, and it becomes difficult for them to change. People begin to expect nasty comments from them, may even joke about it. Soon it begins to seem like this spoiler attitude serves some useful purpose. But it does not. A unyielding, defiant, resistant employee can drain the creativity and joy out of a moment.

Workable Things you can do

1. Honesty. The negativist first needs to understand how their attitude affects others. Tell them without regard to "how they will take it." They want acceptance like us all and may be willing to understand. Come to them with "I" statements. Be sure to *not* use the word "you" in any part of your message.

2. Value. The negativist needs to feel appreciated, and have many great qualities. Look for ways to stroke the person. Also try to identify what ways this person has been de-valued in the past so you can begin to understand. Being understood can help a person release old pent-up emotions.

3. Success. The negativist may be difficult to convince, but they need some success in a new project. Give them something positive to do that will result in good reinforcement and praise. If they refuse, try again at another time.

4. Refusal. The negativist owns their own feelings and should be allowed to roll in them without affecting the rest of the group. Generate a conversation with workers about their own positive attitude, and your appreciation and a general statement about not buying into negativity. We all suffer from peer pressure to feel defeated and gloomy. Give your co-workers permission to refuse to participate.

5. Persist. Continue to push a positive message. If the negativist creates an uproar during a meeting, training or other important event, allow them to clarify and expose all of their feelings. Address their feelings as their own, value them and move on. Let them know it is not how you feel, how others feel. Eventually, this person will begin to feel like an outsider instead of a self righteous leader.

If you find yourself saying "we tried that," then, as a last resort, put a copy of this article in their locker or box.

And we will say this to them:

We all understand your feelings, it isn't easy in this profession. There are many times you tried to get needed changes and were disappointed. We understand the sadness of working under poor conditions with little recognition. We also know you love this work.

We value your contribution and would love to see you soar. It isn't easy coming to work disillusioned. We are asking you to search for the good here, and instead of taking your magnifying glass and enlarging the challenges, try to take that same magnifying glass and amplify the rewards. Try this for one day, just one day. The rewards are here or you wouldn't still be here.

You have done good work, be proud. You have given relief, support, guidance, and help to those who desperately needed you. Despite the politics, the past disappointment, and the future bleak expectations - above all else - we want you here - but we want to see that beautiful side of you more often. You are important to us!

Managing Negativity In The Workplace: Negativists, Whiners and Complainers

"The happiest people are those who are too busy to find whether they are or not."
William Plamage

Who are the difficult or negative people in your life? Do you have to work, negotiate, or live with negativists, whiners and complainers? They are one of the most common difficult personalities in the hands today. And managing workplace negativity is a acquisition in itself.

Believe it or not, research shows negativists, also cognized as whiners and complainers, have a strong demand to be wished. They believe that by complaining about how much work they have to do, they'll derive empathy from others. Notice how these people often pass more clips complaining than working? "Busy doing cipher" is how people draw the whiners and complainers in my leading grooming workshops.

It pays to be tactfully direct whether you're managing a sniveler in the workplace, or just dealing with a difficult co-worker. For instance, view saying the following to a complainer co-worker, "Chris, I realize this is something you want to talk about, and at the same clip I want to do sure I acquire back to work. It sounds like this situation with so-and-so really troubles you. If I were you, I'd take it up directly with that person. Besides, I'd prefer not to acquire in the centre of it." Brand sure your tone of voice is tactful and polite, yet house. Usually these whiners and complainers will travel on to a more "captive audience."

Managing Negativity in the Workplace Mean values Not Allowing the Doings to Proceed.

If you're managing a negative person, computers address the issue tactfully, yet promptly and directly. For instance, tell to them privately, "Chris, I want to take something to your attending. You may not realize it, but when you come upped in here first thing at 8:00 a.m. and quench about our new policy, it's beginning to look like a whole slew of negativity. I just wanted to name it to you because you may not be aware of how you're perceived." They may be fully aware, explicate it to them anyway!

As a director or supervisor, you don't want to be seen as enabling the conduct. View the result it'll have on other people if you don't do anything about it. In managing negativity in the workplace, you have to look at the impact the difficult employee's conduct is having on the morale of others.

If you're managing whiners and complainers, or anyone for that matter, do certain never to knock via email first. There is no tone of voice or physical structure linguistic communicating in an email message. The written word is often louder than the uttered word. Either come across with the employee in person, or on the telephone set discussing the issue with them as a live person. Don't go forth a message. As a director or supervisor, you positioned the criterion. If your difficult employee is going to react, better they react to YOU in person, or on the telephone set, as opposed to everyone else around them in the workplace. You certainly want to go forth a written documents trail by following up with an email, but don't positioned out off with email.

If you're working with a difficult person, but not directly managing them, recollect that negativists want to whimper to people who will purchase in to what they're complaining, or gossiping about. When that falls out, you've now acquired two souls feeding off of each other. The people who let the complainer to take over the conversation feel angry with themselves afterward for allowing it to come about. They sense they enabled the conduct because they're "people pleasers" who can't tell no.

If this is you, it pays to exercise role-playing with a friend who can give you honest feedback. How made you come upped across? Were you too tentative or too aggressive? What made your physical structure linguistic communicating and tone of voice of voice tell about you? In face-to-face communicating, physical structure linguistic communicating business relationships for 55% of what others believe about you. Tone of voice of voice business relationships for 38% and words only 7%.

In managing negativity in the workplace, I applied to state my employees to be tactfully direct with a negative, sniveler/complainer co-worker. As a director, I certainly made utter privately with the difficult employee, but my squad members also have gotten to do their component. Be careful not to internalize everything these difficult people tell to you. Most likely, there is something going on with them. As a upshot, they've do up one's minded to take it out on everyone else! And your employees have a right to come upped to work and bask it.

View penning your true feelings about this difficult, negative person in a diary. Brand certain to go forth it in your motorcar. This is not the form of corroboration you would want them to see! When you come place, snap up the pages or fire them. This signs that you are not letting their conduct affect you. Because the person who constantly hires you controls you.

Three Great Ways to Deal with Negative People

1. Do not believe everything you hear!

With close friends and family it is not unusual to think that you ought to take onboard everything you hear. However do not confuse caring with knowing.

Just because someone is concerned for your welfare does not mean that their advice or input has value. For example, I know a lot about peak performance. I do not know much about car maintenance.

If I ever offer you advice on rebuilding a car engine run as fast as you can! My input would have little or no value.

Likewise with friends and family. They may be negative about you, your plans and your opinions simply because they lack the knowledge to think positively about the situation. Their ignorance causes them to fear for your welfare.

Distinguish between caring and the knowledge to offer worthwhile input.

2. Let go of needing their approval:

I often mention this principle because it is so important. As long as you must have the permission, approval and acceptance of your peers you are a victim of their limiting beliefs.

You must let go of wanting approval if you are to ever have peace of mind. The easiest way is to learn The Sedona Method. To get started right now ask yourself -- could I let go of wanting John's approval? Where John is the name of the negative person.

Notice the feeling response that comes up for you and repeat the question for at least twenty minutes until you feel lighter and more at peace. Do this regularly to reclaim your independence from negative people.

3. Eliminate your own negative thoughts

Often friends reflect back the negatives you quietly hold inside your own mind. If you were 100 per cent positive about your life and your plans it would not matter if people close to you were negative.

In fact their negative comments might even make you laugh because their opinions would seem so absurd to you.

You can become more positive by reading books that expand your knowledge and understanding, spending more time with positive, dynamic people and by stretching yourself daily.

By stretching I mean challenging yourself to perform better than your previous best. When you make stretching to be more part of your life your belief in what is possible grows and grows at a furious pace. Before long you will not have room for negative thoughts. Choose to find a positive in all things and it quickly becomes a habit that will transform your experience of life. I am always asking myself:

What is good about this?

What is great about this?

What have I learned from this that makes me stronger?

Ask yourself the right questions and redirect your mind back onto the positive.

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